Job Description

Support Analyst

About Company:

KORD IT PTE LTD was established in Singapore in 2001 and provides a wide variety of information technology solutions including web and mobile application design, development, testing, deployment and training for an international client base in more than 120 countries. The company has worked closely with public and private sector organizations in pioneering software solutions that yield measurable results.

Responsibilities:

- Provide internal administration support for telephone and email communication, equipment, supplies, filing, scanning and scheduling activities
- Analyze service desk issues, problem solving, developing solutions, testing, implementing and supporting of systems
- Coordinate tasks and priorities with clients and staff by regularly updating the service desk system and communicating the issue status in a timely manner
- Keep up to date with industry trends, evaluate technical solutions and make recommendations
- Develop and maintain project, technical and user documentation and ensure version control practices
- Other related duties as required

Requirements:

- Qualification: Minimum Diploma in Information Systems or equivalent
- Experience: Some experience creating documentation, maintaining procedures, communicating with clients and providing support
- Knowledge: High level of knowledge using web and desktop applications such as spreadsheets, word processing, presentation and graphics software
- Skills: Excellent time management, client relationship management, teamwork and communication skills (oral and written)

Other Information:

- Citizenship: Singaporean or permanent resident
- Position: Full time
- Hours: 9am – 6pm
- Location: Singapore, Bishan